



LOS ANGELES COUNTY COMMISSION ON HIV

3530 Wilshire Boulevard, Suite 1140 • Los Angeles, CA 90010 • TEL (213) 738-2816 • FAX (213) 637-4748
www.hivcommission-la.info

While not required of meeting participants, signing-in constitutes public notice of attendance. Presence at meetings is recorded solely based on sign-in sheets, and not signing-in constitutes absence for Commission members. Only members of the Commission on HIV are accorded voting privileges, thus Commissioners who have not signed in cannot vote. Sign-in sheets are available upon request.

STANDARDS OF CARE COMMITTEE MEETING MINUTES March 6, 2008

Approved
2/05/2009

MEMBERS PRESENT	MEMBERS ABSENT	PUBLIC	HIV EPI AND OAPP STAFF	COMM STAFF/ CONSULTANTS
Angelica Palmeros, <i>Co-Chair</i>	Fariba Younai, <i>Co-Chair</i>	Mark Davis	Angela Boger	Jane Nachazel
Sharon Chamberlain	Terry Goddard	Joanne Granai	Mary Orticke	Glenda Pinney
Maxine Franklin	Jan King	Miki Jackson	Shobita Rajagopalan	Doris Reed
David Giugni		Jenny O'Malley		Craig Vincent-Jones
Brad Land				
Everardo Orozco				

CONTENTS OF COMMITTEE PACKET

- 1) **Agenda:** Executive Committee Agenda, 3/6/2008
- 2) **Matrix:** Recommended Revisions to Standards of Care (SOC), 3/6/2008
- 3) **Policy/Procedure:** Grievance Policy and Procedure, 3/6/2008
- 4) **Standards of Care:** Medical Outpatient Services, 1/13/2006
- 5) **Standards of Care:** Medical Specialty Services, 1/13/2006

1. **CALL TO ORDER:** Ms. Palmeros called the meeting to order at 9:20 am.
2. **APPROVAL OF AGENDA:**
MOTION #1: Approve the Agenda Order (*Passed by Consensus*).
3. **APPROVAL OF MEETING MINUTES:** There were no minutes (*Postponed*).
4. **PUBLIC COMMENT, NON-AGENDIZED:** There were no comments
5. **COMMISSION COMMENT, NON-AGENDIZED:** Mr. Vincent-Jones reported that Dr. Younai would not be attending the next several meetings because she had been incapacitated by a broken ankle.
6. **PUBLIC/COMMISSION COMMENT FOLLOW-UP:** There were no comments.
7. **CO-CHAIRS' REPORT:** Co-Chair nominations were opened for a month. Ms. Granai re-nominated Ms. Palmeros and Dr. Younai.
8. **STANDARDS OF CARE:** Mr. Vincent-Jones proposed a list of SOC revisions to be discussed and scheduled.
9. **GRIEVANCE POLICIES AND PROCEDURES:**
 - A draft of the grievance policies and procedures was reviewed and discussed.
 - Mr. Land said that some consumers were intimidated by current grievance forms. Mr. Vincent-Jones responded that it was envisioned that grievances could be submitted in multiple, varied formats in the future—such as through a web-enabled process, the Warm Line or by mail.

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- Ms. Franklin felt that the proposed eight –page document was too long for consumers. Mr. Vincent-Jones responded that although the entire grievance process must be detailed in policies and procedures, and approved by the Board of Supervisors, a more concise, user-friendly version would be developed for consumers.
- A work group consisting of Ms. Granai, Ms. O'Malley, Ms. Orticke, Mr. Orozco, Ms. Reed and Mr. Vincent-Jones was assigned to continuing working on the grievance policy. Some areas that will be addressed by the work group are not limited to looking at who can assist a client in filing a grievance, making documents more accessible, and how to monitor services and gaps in services.

10. **MEDICAL CARE COORDINATION:**

A. Standards of Care: Mr. Vincent-Jones reported that comments from the four expert review panels had been reviewed by the SOC and incorporated into the document. The revised document will be returned to the respective panels for their review and comments before coming back to the SOC Committee for final review prior to presentation to the Commission for public comment.

B. Financial Simulation:

- Mr. Vincent-Jones reported that Kay Grinnell would be creating the financial simulation for the medical care coordination framework. She is a decision analysis professor at the University of North Carolina, Chapel Hill, and was a Deloitte Touche global health senior partner for 20 years who performed these types of financial simulations for health care organizations on the macro level.
- She would first focus on defining the information needed and then follow-up with discussions with those agencies providing case management services. Follow-up interviews will be conducted to clarify any questions for quantitative and qualitative analysis. Ms. Grinnell was scheduled return to Los Angeles in August to present her findings to both the SOC Committee and Commission and for presentations to the Service Provider Networks.

11. **OUTCOMES DEVELOPMENT:** There was no report.

12. **SERVICE EFFECTIVENESS:** The Committee agreed to defer the service effectiveness discussion a year and then resume the schedule.

13. **MEDICAL OUTPATIENT RATE STUDY:** The subject was postponed.

14. **AETC REPORT:** Mr. Vincent-Jones reported that a 25% cut was planned in the federal Ryan White budget for the three Los Angeles area AETCs.

15. **WORK PLAN:** There was no additional information.

16. **ANNOUNCEMENTS:** There were no announcements.

17. **ADJOURNMENT:** The meeting was adjourned at 11:55 pm.